

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Hi, yes, um, my, um, insurance, um, my employer had given me, um, um, insurance for my job. Um, excuse me. Um, I've been paying weekly for my benefits for my health insurance, but I still have not received my health insurance card. Okay. And who do you work for, ma'am? Um, Integrity Trade Services. May I have the last four digits of your Social? 8444. Your first and last name? Uh, Rebecca Losoya. Miss Losoya, for security reasons, just to make sure we are in the correct file, can you please provide your complete address and date of birth? Okay. The- the address is 7203 South Lilac Lane, um, Rochelle, Illinois. And you said, what was the other one? My date of birth. Yes, ma'am. Um, March 4th, 1994. And we have a telephone number on file, which is 779-251-8548. Uh, yeah. And- and we have the email, what's this, beccalosoya18 i-i iCloud and beccalosoyazero@gmail. That's correct. Okay, so the plan that you have... You haven't received none of your ID cards? Um, I received the, um, the dental. Uh, hold on. Let me look on the, um, my, um, employer, um, portal. The- the dental and vision you do receive physical cards, but for your medical they do not send physical unless you request it. - Oh, right. I could send you an, uh, digital card now to your email if you would like to. Okay. Thank you. It's 'cause I know I did get my- my vision and then I got my- my, um, my dental and then I was with the health, I didn't know that was also came in in the- the mail. I didn't know you can request it. Okay. So I'm gonna be in a brief while looking up for the ID card and I also email you a, um, instruction on how to- Oh. ... enroll for your prescription plan. Okay. All right? Just bear with me. Okay. Hello? Hello? Hello? Thank you for holding. I went ahead and, um, I emailed you all the ID cards, even though you said you already have a potential . And the instructions on how to enroll in your prescription plan and also in register for your behavioral health benefits. Okay. Check your spam and junk mail. It might go there. Um- Okay. ... info@benefitsinacard, check your spam and junk mail. Okay. You can actually email to both emails. Okay. Is there anything else I can do for you? Um, no. Not at all. All right. Thank you for calling Benefits in a Card today. Have a great rest of your day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, yes, um, my, um, insurance, um, my employer had given me, um, um, insurance for my job. Um, excuse me. Um, I've been paying weekly for my benefits for my health insurance, but I still have not received my health insurance card.

Speaker speaker_1: Okay. And who do you work for, ma'am?

Speaker speaker_2: Um, Integrity Trade Services.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 8444.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, Rebecca Losoya.

Speaker speaker_1: Miss Losoya, for security reasons, just to make sure we are in the correct file, can you please provide your complete address and date of birth?

Speaker speaker_2: Okay. The- the- the address is 7203 South Lilac Lane, um, Rochelle, Illinois. And you said, what was the other one? My date of birth.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, March 4th, 1994.

Speaker speaker_1: And we have a telephone number on file, which is 779-251-8548.

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: And- and we have the email, what's this, beccalosoya18 i-i iCloud and beccalosoyazero@gmail.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay, so the plan that you have... You haven't received none of your ID cards?

Speaker speaker_2: Um, I received the, um, the dental. Uh, hold on. Let me look on the, um, my, um, employer, um, portal.

Speaker speaker_1: The- the dental and vision you do receive physical cards, but for your medical they do not send physical unless you request it. -

Speaker speaker_2: Oh, right.

Speaker speaker_1: I could send you an, uh, digital card now to your email if you would like to.

Speaker speaker_2: Okay. Thank you. It's 'cause I know I did get my- my vision and then I got my- my, um, my dental and then I was with the health, I didn't know that was also came in in the- the mail. I didn't know you can request it.

Speaker speaker_1: Okay. So I'm gonna be in a brief while looking up for the ID card and I also email you a, um, instruction on how to-

Speaker speaker_2: Oh.

Speaker speaker_1: ... enroll for your prescription plan.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Just bear with me.

Speaker speaker_2: Okay.

Speaker speaker_1: Hello? Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for holding. I went ahead and, um, I emailed you all the ID cards, even though you said you already have a potential . And the instructions on how to enroll in your prescription plan and also in register for your behavioral health benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Check your spam and junk mail. It might go there. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... info@benefitsinacard, check your spam and junk mail.

Speaker speaker_2: Okay.

Speaker speaker_1: You can actually email to both emails.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can do for you?

Speaker speaker_2: Um, no. Not at all.

Speaker speaker_1: All right. Thank you for calling Benefits in a Card today. Have a great rest of your day.

Speaker speaker_2: Thank you. You too. Bye-bye.